

SUBJECT: Travel Card Delinquency Change

NEW MATERIAL: Citibank Government Card Services has implemented several policy changes that are effective March 1, 2001.

EFFECTIVE DATE: 03/01/2001

POLICY

**USAID/General Notice
M/FM
03/15/2001**

Subject: Travel Card Delinquency Change

The Citibank Government Card Services has been experiencing major delinquent debt write-offs across the federal government caused by the failure of federal employees to pay their travel card accounts and federal employees' checks being returned due to Non-Sufficient Fund (NSF). To reduce risk of loss, Citibank has implemented the following policy changes that are effective March 1, 2001:

- Any Individual Travel Card account with TWO or MORE NON-SUFFICIENT FUND (NSF) CHECKS WITHIN A TWELVE-MONTH PERIOD will be CANCELLED.
- Individual Travel Card Accounts with TWO or MORE SUSPENSIONS AND A THIRD DELINQUENCY OCCURRING AGAIN IN A TWELVE-MONTH PERIOD will be CANCELLED.

The Individual Travel Card Account is considered to be delinquent for 30 days on the 30th day after the billing cycle closes. For example, the USAID billing cycle ended on 2/25/01 (USAID's billing cycle ends on the 25th of each month) with a payment due date of 3/22/01. On 3/27/01 any accounts due 3/22/01 that remain unpaid will be 30 days delinquent. Citibank will suspend all delinquent travel card accounts that remain unpaid 66 days from the billing cycle close or 5/02/01. A suspended card will be reinstated if paid before the card is canceled. Citibank will cancel all delinquent travel cards that remain unpaid 151 days from the billing cycle close or 7/26/01. Once a travel card is canceled, it is difficult, if not impossible to have the card reinstated.

The policy changes are in the U.S. Government contract with CitiBank and therefore, USAID personnel are subject to them.

USAID travelers are expected to pay the travel card charges when due (ADS 633.5.2b). Timely receipt of payment for your travel voucher is a part of getting your Citibank

Government Travel Card bill paid on time. Travelers are reminded that they are required to submit their travel voucher within five days of completing a trip (ADS 633.5.3). Approving officials are reminded that they must approve travel vouchers within one day of receipt. If employees are experiencing problems receiving timely payment, we want to know about them so they can be fixed. Please provide Richard Levine (via e-mail) the following information to enable us to isolate the cause of your problem:

- a) the date your travel finished
- b) the date you submitted your voucher to any required approving individual
- c) the date your voucher was approved (if it needed approval)
- d) the Paying Office where it was submitted for payment and the date it was submitted, and
- e) the date you received payment or it was deposited in your account.

Employees who do not submit their travel voucher in a timely manner are still expected to pay their Citibank Travel Card bill on time. The fact that you have not received payment from the Agency is not a valid reason for not paying Citibank when the employee did not submit her/his travel voucher within five days of returning from a trip.

Point of Contact: Any questions concerning this Notice may be directed to the Travel Card Coordinator, Mr. Richard Levine, M/FM/PPC, (202) 712-5996.

Notice 0335

File name	Notice Date	Effective Date	Editorial Revision Date	ADS CD No.	Remarks
lu6_0102_032701_cd23	03/15/2001	03/01/2001	N/A	ADS CD 23	New

lu6_0102_032701.doc